

Fwd: FW: FW: Complaint list 23OB0251

1 message

1 June 2023 at 12:43

Steve Nixon <steve.nixon@vandagraphst.com>  
Reply-To: steve.nixon@vandagraphst.com  
To: DIVESOFT Office <office.cz@divesoft.com>  
Cc: Gabriela Špringlová <gabriela.springlova@divesoft.com>

Thank you Milada for the information.

We are treating **complaint list number: 23OB0251** as a complaint. Regarding sensors we generally have two types of returns:

**Complaint** - This is where there is a significant concern regarding production quality or an incident. Also, if there is a recurring problem above what is seen as acceptable limits.

**Warranty returns** - These are where sensors are returned within the warranty period when sensors do not meet the published specifications. This can be due to manufacturing issues, but sensor problems can of course be caused or influenced during use or by environmental conditions. Due to the nature of galvanic sensors it has always been accepted that there can be issues with sensors during normal usage. It should also be noted that sensors could be consumed/exhausted by normal use during the warranty period- this is not a fault.

Having a quick review of you sensor type, since July 2014 you have had 12077 sensors and the reported failure rate is just 0.2%

Unstable connector - 5 sensors  
Unstable output signal - 6 sensors  
No output - 8 sensors  
Low output - 3 sensors  
High output - 3 sensors

No fault found - 5 sensors  
Out of warranty - 4 sensors

When returning sensors please obtain from us an

**SRS returns number for general returns under warranty.** Provide details of the serial numbers and the reported problems.

or

**CCR returns number for product/service complaints.** Provide details of the complaint and any related serial numbers.

Regards

Steve

Dear Steve,

For connectors:

<https://cz.farnell.com/en-CZ/molex/22-01-3037/connector-rcpt-3pos-1row-2-54mm/dp/1462838>

and for pins:

<https://cz.farnell.com/en-CZ/molex/08-56-0110/contact-socket-22awg-crimp/dp/1462605>

<https://cz.farnell.com/en-CZ/molex/08-65-0814/contact-socket-22awg-crimp/dp/2888902>

I hope it is helpfull for you.

Please, send CN as well.

Kind regards

**Milada Menclová**

+420 416 857 046

**Divesoft s.r.o.**

Hálkova 2495 | 413 01 Roudnice nad Labem | Czech Republic

ID: 26722101 | VAT: CZ26722101



**From:** Tomáš Trnka <tomas.trnka@divesoft.com>  
**Sent:** Tuesday, May 23, 2023 7:34 AM  
**To:** DIVESOFT Office <office.cz@divesoft.com>  
**Subject:** RE: FW: Complaint list 23OB0251

Ahoj,

Jako konektor používáme:

<https://cz.farnell.com/en-CZ/molex/22-01-3037/connector-rcpt-3pos-1row-2-54mm/dp/1462838>

Pro piny používáme tyto dvě varianty:

<https://cz.farnell.com/en-CZ/molex/08-56-0110/contact-socket-22awg-crimp/dp/1462605>

<https://cz.farnell.com/en-CZ/molex/08-65-0814/contact-socket-22awg-crimp/dp/2888902>

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S pozdravem

**Tomáš Trnka**

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**DIVESOFT**

[www.divesoft.com](http://www.divesoft.com)

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**From:** DIVESOFT Office <[office.cz@divesoft.com](mailto:office.cz@divesoft.com)>

**Sent:** Tuesday, May 23, 2023 7:24 AM

**To:** Tomáš Trnka <[tomas.trnka@divesoft.com](mailto:tomas.trnka@divesoft.com)>

**Subject:** FW: FW: Complaint list 23OB0251

Tome, reagují mi z Vandagrafu – k zakázce 22OB0714, mají dotaz:

**Molex housing part number?**

**Molex connector pins part number?**

Je to dotaz na Tebe?"

díky

**Milada Menclová**

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**DIVESOFT**

[www.divesoft.com](http://www.divesoft.com)

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**Sent:** Monday, May 22, 2023 5:46 PM

**To:** DIVESOFT Office <[office.cz@divesoft.com](mailto:office.cz@divesoft.com)>

**Cc:** Gabriela Špringlová <[gabriela.springlova@divesoft.com](mailto:gabriela.springlova@divesoft.com)>

**Subject:** Re: FW: Complaint list 23OB0251

Oxygen Sensor type 22D : D109803, D110940, D111154, D111156

Dear Milada

We are still investigating these returns. Once confirmed we will issue a credit note as appropriate.

Can you please confirm the manufacturer and part number of the Molex connector that you are using as part of your sensor wiring.

**Molex housing part number?**

**Molex connector pins part number?**

Kind regards

Steve

On Thu, 18 May 2023 at 09:05, DIVESOFT Office <[office.cz@divesoft.com](mailto:office.cz@divesoft.com)> wrote:

Good morning Steve,  
Please, let us know when will you deliver the goods – regarding this complaint?  
Please it is urgent. LET US KNOW  
Kind regard

|                        |                                                           |
|------------------------|-----------------------------------------------------------|
| <b>Milada Menclová</b> | <b>Divesoft s.r.o.</b>                                    |
| +420 416 857 046       | Hálkova 2495   413 01 Roudnice nad Labem   Czech Republic |
|                        | ID: 26722101   VAT: CZ26722101                            |



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**From:** Katarina Řepová <[office.cz@divesoft.com](mailto:office.cz@divesoft.com)>  
**Sent:** Tuesday, May 9, 2023 12:47 PM  
**To:** [steve.nixon@vandagraphst.com](mailto:steve.nixon@vandagraphst.com)  
**Cc:** Gabriela Špringlová <[gabriela.springlova@divesoft.com](mailto:gabriela.springlova@divesoft.com)>  
**Subject:** FW: Complaint list 23OB0251

Hello Steve,  
Please, how it is with our complaint?  
Let me know asap, please.  
Kind regards

|                        |                                                           |
|------------------------|-----------------------------------------------------------|
| <b>Milada Menclová</b> | <b>Divesoft s.r.o.</b>                                    |
| +420 416 857 046       | Hálkova 2495   413 01 Roudnice nad Labem   Czech Republic |
|                        | ID: 26722101   VAT: CZ26722101                            |



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**From:** Katarina Řepová <[office.cz@divesoft.com](mailto:office.cz@divesoft.com)>  
**Sent:** Monday, April 17, 2023 1:10 PM  
**To:** [steve.nixon@vandagraphst.com](mailto:steve.nixon@vandagraphst.com)  
**Cc:** Gabriela Špringlová <[gabriela.springlova@divesoft.com](mailto:gabriela.springlova@divesoft.com)>  
**Subject:** Complaint list 23OB0251

Good day,  
  
I enclose a complaint protocol in the appendix, please confirm it and specify the date for handling the complaint.

Regards

Katarína Řepová  
+420 416 857 046

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Steve

Steve Nixon  
Director - Vandagraph Sensor Technologies Ltd.

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